

## Washington State Patrol Balanced Scorecard Model

The updated six-year Strategic Plan (2003-2009) continues to follow the framework of the Balanced Scorecard. The Balanced Scorecard approach was developed to improve decision-making by considering all five perspectives, with a primary focus on value and benefit to the people of Washington State. Building a Strategic Plan around the elements of a Balanced Scorecard is a powerful tool that enables us to see how public needs and perspectives are addressed by Washington State Patrol objectives outlined in the next section.

The Scorecard links the Governor's priorities to the Washington State Patrol's mission statement. Linking these statements serves as a visual reminder that the Washington State Patrol's mission aligns with and supports the Governor's priorities. Governor's Priority Make our communities safer and healthier places in which to live and raise a family. WSP Mission Make a difference every day by providing public safety services to everyone where they live, work, travel, and play. Value/Benefit Financial and Social Stakeholders "What value and public purpose we "What citizens want" Costs provide" Meet the need for vital forensic "What taxpayers want" Make Washington roadways safe and criminal justice services Improve core business for the efficient transit of people processes and systems for statewide. and goods. increased accountability of Enhance fire safety and emergency public safety programs. response in the state of Washington. Internal Processes "What is needed to meet expectations?" Leverage technology to improve business processes, systems, and statewide emergency communication interoperability. Learning and Growth What is needed to ensure performance?" Provide critical tools and resources to foster an innovative, knowledgeable, and diverse workforce. 6/7/2004 Making a Difference Every Day 39